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NEW BEGINNINGS

To Provide Accurate and Timely Information

Agnews Setting Trends of Quality and Commitment

It has been almost four months since the Governor indicated that he would include in his budget for 2003/2004, a proposal that a plan for closure of Agnews Developmental Center be developed. Since that announcement, a lot has taken place at Agnews and at the three regional centers from which the majority of our clients are placed. There have been many rumors about an anticipated loss of staff, a reduction in the quality of services and a resulting closure sooner than the prescribed 2-½ year time frame. The Communications Team is responsible for looking at these rumors/concerns and reporting our findings.

Harold Pitchford, Executive Director of Agnews Developmental Center, noted that two departments, Personnel and Quality Assurance were maintaining statistics or indicators that compare data from 2002 against data as it became available in 2003. Three areas of interest in Personnel were, Staff Hires, Separations and Overtime Usage. When looking for emerging trends, we found the following; Agnews hired 38 staff during the

time period of Sept. through December of 2002. We hired 34 staff in the first four months of 2003. Based on rumors that we have heard about an immediate increase in separations at other Developmental Centers when closure plans were announced, we expected to see an increase at ADC. We were pleasantly surprised to find that 54 staff separated from state service in the last four months of 2002 but only 33 separated in the first four months of 2003. We also looked at the use of overtime as an indicator of the feelings of the staff regarding the governor's announcement. We were again surprised to find that overtime usage has decreased by 14% from the last three months of 2002 compared to the first three months of 2003. Should this trend continue, we may see a 27% decrease in the use of overtime in the year 2003.

The Quality Assurance department had some equally interesting data. Because their data fluctuates month to month, QA has developed target ranges for 16 areas that they track. Areas include

Fractures, Lacerations requiring Sutures, Allegations of abuse, Injuries of Unknown Origin, Client-to-Client Injuries among a number of other indicators. We chose these indicators to look at because data was available for the first quarter. The above-mentioned indicators show that in these important monitored areas, all remain within the ranges set by QA. What does this data tell us? It is a clear indicator that we remain a healthy facility with a competent and caring staff performing quality work.

There are many concerns with regard to what will be the future of Agnews but staff continue to show their commitment to the people who live here and to the facility. Agnews remains a viable and vibrant home for 420 people. It is with staff's continued support that we will move forward in spite of the uncertainties of our future. The Communications Team will continue to review data as it becomes available and will report as it pertains to staff concerns regarding early closure.

Futures Planning Team

Angela Vrbanc-Libby, Chair
Ext. 6401

The **Futures Planning Team** now has twenty two members representing three Regional Centers, Agnews, parents, AMRA, Protection and Advocacy, Inc., a community service provider, Area Boards V and VII, Delta Regional Project and Regional Project of the Bay Area, and the Contra Costa and Alameda County Developmental Disabilities Councils.

Much activity has been occurring throughout the clinical programs as a result. The "Needs" portion of the Futures Planning Worksheet (gleaned from assessment information in the clinical record) is being completed and more than fifty have already been submitted to the Regional Project of the Bay Area. Simultaneously, Social Workers and Regional Center liaisons have begun the process in earnest of meeting with families, advocates, clients, and key Group Leaders in an effort to ascertain their preferences and wishes regarding their future living arrangements; relationships; work, educational, and leisure interests; etc. Thus far, we've received excellent feedback as to how this process is occurring with meaningful information being captured. As previously reported, this data will be provided to the Community Development Team as they start to work on a regional level to improve the service delivery system, and create new and exciting options for people with developmental disabilities.

The Team recently reviewed feedback provided from AMRA, and has identified which issues should be handled by the Futures Planning Team, and which should be forwarded on to other Teams for consideration. This should ensure that everyone's input is heard as the process continues to evolve as a collaborative effort of all stakeholders.

Additionally, the group is developing a work plan which, if it becomes necessary, will identify tasks that need to be accomplished beyond this first phase of noting the needs and futures preferences. Some of the issues being discussed are: education of families, clients regarding the transition process and the opportunity to visit homes, additional training for staff in future steps of the process, further clarification and reinforcement of this process and how it differs from the IPP process, transfer trauma issues and how to minimize these, and a monitoring component.

Staff Support Team

Rozsa Romvari, Chair
Ext. 6132

The **staff Support Team** currently is focusing on team building events. The recent Employee Appreciation Meal was a great success. The event was sponsored by ADC managers and supervisors and the hard-working Employee Meal Committee.

The Team is working in partnership with the Employee Advisory Council, Employee Meal and 115th Anniversary Committees—stay tuned for upcoming events!

The T-shirts with the 115 years of service celebration will be available soon. We'll let everyone know via e-mail.

The old suggestion boxes have received a face lift and ready for your questions, sharing rumors. We will be collecting the questions/rumors weekly and forwarded to the Communications Team for response.

Andre Reed from Resolution has begun offering stress management courses—if interested, make arrangements with Staff Development.

On the technical side—the Team's May activities will include creating a list of non-State PERS employers and meeting with EDD discussing the various services they offer.

The Regional Project of the Bay Area and the three local Regional Centers are offering a service-provider information fair on May 12, 2003 from 7AM to 6PM in the Multi Purpose Building. More information will be coming on this event.

Communications Team

John Folck, Chair
Ext. 6501

The **Communications Team** is excited to announce the availability of our new web site that will carry information specific to the Bay Area Project. You can find the site within the DDS page at www.dds.ca.gov. The site will carry each edition of the *New Beginnings* newsletter as well as information from the different teams and other information as pertinent to our planning process. Be sure to take a look. The Communications Team is also looking at developing a speaker's bureau to make available people who can discuss the progress of our plan development. Finally, we are working on a *New Beginnings* newsletter that will be easier for our clients to use as a reference at their People First meetings. The client friendly newsletter will assist all individuals in understanding the direction that we have taken in developing a viable plan. We will keep you posted as we progress with this effort.

Business Management Team: Relocations continue to occur in our facility. Staff from various departments are working diligently to assure a smooth transition for all staff and clients involved. All leased off-campus sites are in the process of consolidating at Nuttman by the end of the calendar year. Planning has begun in the event the governor's budget proposal is approved. Focus areas include the following: communications and information systems, security, hazardous materials, fiscal, trust, health and safety, records, physical plant, state property and client property. Remember, these plans are merely plans at this time, and should not be interpreted in any other way. It is only being done in order for our facility to be prepared if the governor's budget proposal is approved.

The Quality of Services Team is in phase three of their endeavor to have a system in place to track the quality of services being provided to the people who live here. This team identified the outcome domains to track; and the identified outcome indicators within each of the five domains established.

Currently we are in the process of identifying the measurement criteria: Baseline information—Range and average outcome of the indicator for the past year, and frequency of data collection.

In the areas of Health Care and Client Protection, the baseline information has been compiled and the frequency of data collection has been established, on a monthly basis. In the nine outcome indicators identified, the monthly data for the months of January, February and March 2003 for each indicator has remained within the range established. We Continue to provide excellent services to the people who live here. Positive recognition to the staff of Agnews for their dedication and hard work!

The Community Development Team (CDT) is chaired by Santi J. Rogers, Executive Director at San Andreas Regional Center. Charge: Coordinate the development of services and supports that will be responsive to the needs of Agnews residents transitioning to the community services.

The CDT membership includes parents of consumers, family members, consumers living at Agnews and in the community, representatives from Area Board, Advocacy, Regional Center, community service providers and Agnews staff. Four workgroups have been established in efforts to complete tasks by October, 2003.

Housing Development Workgroup Charge: Identify and support the development of a range of high quality living options. Develop strategies to finance the purchase and/or construction of these resources.

Quality Assurance Workgroup Charge: Establish a system that promotes and monitors the quality of services in the design, implementation and oversight of the Bay Area Project.

Service Hubs Workgroup Charge: Create regional resources that support the full range of the Bay Area Project. Create a plan to incorporate the utilization of State resources.

Support Services Workgroup Charge: Promote the education, identification and development of life services that provide meaningful options for persons to play, work, and prosper.

Currently, each workgroup has had a least one meeting, with scheduled meetings to occur on a weekly or bi-monthly basis.

Timelines for the DCT are as follows:

May 3rd	Written work plan from each Workgroup due to the CDT.
September 3rd	Draft reports from each Workgroup due to the CDT.
October 3rd	Draft report to be submitted to the Bay Area Project Steering Committee.

In between these timelines, the CDT has a scheduled meeting each month in which the workgroup chairpersons will report directly to the Team membership, the activities of the workgroup and the recommendations being formulated.

Business Management Team
Karen Clark, Chair
Ext. 6135

Quality of Services Team
Punam Bhan
Ext. 6292

Community Development Team
Santi Rogers
SARC



Rumor Control

We are happy to report that we have no new rumors at this time. The opening article for this month's newsletter does discuss the recurring rumor that we will close early due to staffing issues. What we found in researching this rumor is that we continue to have a strong and stable staff who are providing quality services. If you have a rumor that is relevant and that you would like discussed, please use the tear-off portion of this page to submit your request.

Building 55	Administration Building-Outside Room 117
Building 54	Rapaport-2 Boxes; (A) Lobby, Front Entrance, (B) Next to P-1 Office
Building 28	Main Kitchen-Employee Break Room
Building 20	Plant Operations Field Office-Hallway
Building 51	2 Boxes; One in each Dining Room
Building 52	2 Boxes; Once in each Dining Room
Building 53	2 Boxes, One in each Dining Room

The Boxes will be checked and emptied once a week. The Communications Team will respond to your questions and rumors.

YOUR COMMENTS:

Agnews, 3500 Zanker Rd., San Jose, CA 95134
Please submit to: Mailroom Box #156
Phone 408-451-6501



Name _____ I wish to remain anonymous _____ Date _____

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